GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:252
ANSWERED ON:20.03.2002
MTNL MEASURES TO IMPROVE PUBLIC UTILITY SERVICES
CHANDRAKANT BHAURAO KHAIRE

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether M.T.N.L. have taken various measures to improve public utility services in Delhi and Mumbai;

(b) if so, the details thereof alongwith formalities required for availing of each service city-wise;

(c) whether these services include issue of duplicate bills by any office of customer service in each city;

(d) the time-limit prescribed to redress the grievances registered on telephone complaint service;

(e) whether automatic rent rebate is provided to subscribers, whose telephone connection remains non-functional for more than 7 days continuously;

(f) if so, the details thereof; and

(g) if not, the time-limit fixed for repair of faulty connections?

Answer

THE MINISTER OF PARLIAMENTARY AFFAIRS AND COMMUNICATIONS & INFORMATION TECHNOLOGY (SHRI PR MAHAJAN)

(a) to (g): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (g) OF LOK SABHA STA QUESTION NO. 252 FOR 20th MARCH, 2002 REGARDING MTNL MEASURES TO IMPROVE PUBLIC UTILITY SERVICES.

(a) & (b): The following measures have been taken by MTNL to improve public utility services in Delhi and Mumbai:-

- Call Center Concept for 197 and other level 1 services has beenintroduced in Delhi. To begin with, main call center for 197 at Kidwai Bhawan with 52 positions is ready and under trial.

- Departmental as well as private PCOs (Public Call Offices) have been opened at all prominent places like hospitals, railway platforms, airports, bus stops, schools, colleges, cinemas, main markets etc.

- 3/4 digit toll free numbers have been opened for various public utility services, like ambulance, fire, police, accident and trauma, eye donation, child help line, blood donations, AIDS awareness, various inquiries (railway, airport, roadways, water, electric etc.).

- To have close interaction with public, MTNL has opened Customer Service Centres and Sanchar Haats where facilities like registration of new telephones with choice of telephone No. and instrument, issue of duplicate bills and bill payment, sale of prepaid cards etc. are being provided.

The procedures for availing various facilities including PCOs have been simplified and made customer friendly.

(c) Duplicate bills are also issued at Customer Service Centres.

(d) Normally, the telephones are rectified within 48 hours. Only few cases get delayed due to underground cable faults.

(e) to (g): The automatic rent rebate is provided to all those customers whose telephones remain non-functional for 7 days or more.